

## **POSITION DESCRIPTION**

Position: Supportive Services Specialist  
Program: Rapid Re-Housing (RRH)  
Reports to: Program Manager

Status: Non-Exempt  
Date Revised: 4/2019

### **POSITION SUMMARY:**

The Supportive Services Specialist (SSS) will be responsible for outreach in the community, housing navigation, and responsive Critical Time Intervention (CTI) with program customers. The Supportive Services Specialist (SSS) will develop case plans to assist homeless families and single adult households connect with resources such as medical, psychiatric/MH, employment, family support systems, and substance abuse services. The RRH Supportive Services Specialist is responsible for frequent collaboration with government and service agencies to attain clients' physiological and housing security in the community. The Supportive Services Specialist will effectively review household's service plan and administer client driven goals. Frequently, the Supportive Services Specialist will meet clients at employment agencies, non-profit organizations, housing properties, etc. to increase service retention. The Supportive Services Specialist will coordinate with the Program Manager all aspects of the details denoted in the position summary and job description details below.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  1. Provide one on one frequent housing counseling with individualized assessments and assistance in locating and securing permanent supportive housing.
  2. Assist participants in connecting with community services for any additional help needed for housing security.
  3. Provide the evaluations of individual clients' medical, physical, emotional, and psychological needs. Coordinate employment and vocational training, placement and retention, coordinate recovery options and documentation of follow-up. Assist in securing disability entitlement as needed and provide assistance in securing all viable income sources.
  4. Maintain positive relationships with program residents, Volunteers of America staff and all community service agencies.
  5. Provide one on one in-home case management meetings that are tailored to the client specific needs, resource information and appropriate case planning.
  6. Perform file auditing, office cleaning and organizing, and other reasonably related duties as assigned by the Program Manager
  
- B. Responsible for assistance with client development.
  1. Maintain a list of all available community services and providers.
  2. Assure a safe, non-judgmental service for the clients.
  3. Maintain positive, professional, relationships with clients, staff, and external constituents.
  
- C. Record keeping and communication.

1. Maintain case management files on each participant which will include personal information, educational and job skills, short and long term plans to become self-sufficient in all areas of his/her life, documentation of participants' progress, and assistance in removing obstacles to set goals. Files will be kept up to date with case notes and all documents and will be audited for compliance.
2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
3. Maintain daily, clear and thorough communication with the Program Manager on all areas of responsibility listed in this job description.

E. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training (VOA and outside agency) and complete required certifications, i.e., CPR, First Aid, etc.

### **EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires a Bachelor's Degree in Social Work or a related field or (3) years experience working with the homeless population and CAC or CADC or experience working in alcohol/drug recovery programs. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to families, minorities, and persons with disabilities, substance abuse and the general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date, recertification as necessary and T.B. testing annually. A valid California driver's license, proof of insurance and clean driving record is required.

### **SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
Ability to assist and motivate other people  
Organizational skills  
Time management and meeting deadlines  
Analytical and decision making ability  
Statistical and mathematical skills  
Computer Skills

### **PHYSICAL REQUIREMENTS:**

Lift and move up to 50 pounds  
Stand, walk, and sit frequently  
Bend, stoop, run occasionally

### **NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed in coordination with guidance and direction from the Program Manager. Must be able to work independently toward attainment of operational goals and contract compliance as well as work in a team.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of staff. The Supportive Services Specialist is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients and staff. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible; thus, the Program Manager must approve all expenditures.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**The Supportive Services Specialist job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties outlined above.

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_